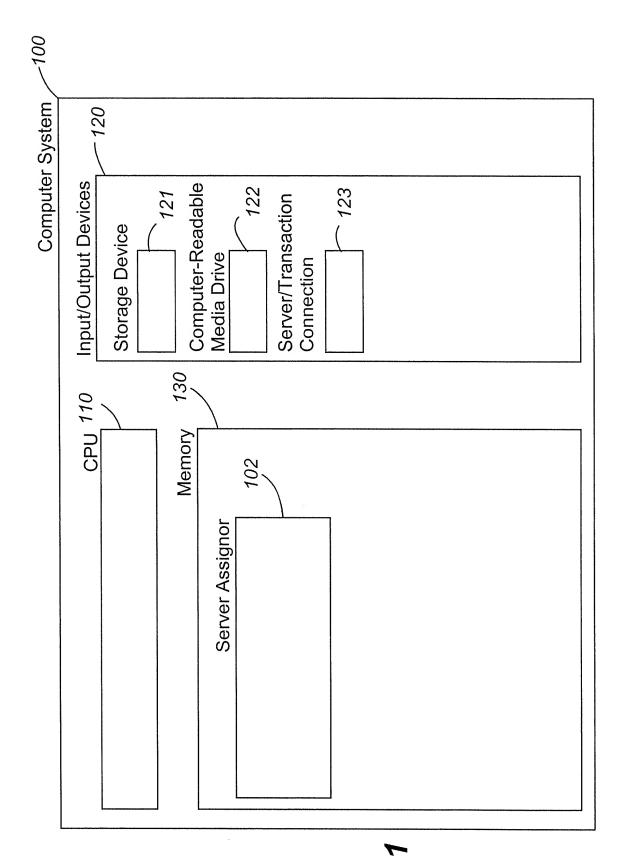
"REPLACEMENT SHEET"

Title of Invention: "Dynamically Allocating Server Resources to Competing Classes of Work Based Upon Achievement of Service Goals"

Inventor's Name: EDWARDS et al.

Serial No. 09/247,893 Docket No. 4366-33 Attorney: Douglas W. Swartz Telephone Telephone: 303/863-9700

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Inventor's Name: EDWARDS et al.
Serial No. 09/247,893 Docket No. 4366-33
Attorney: Douglas W. Swartz

Telephone: 303/863-9700

200		205	206	207	208	508
204	Server Threshold For Work Type	6	3	6	7	0
203	Server Preference For Work Type	8	4	5	9	0
201 202	Work Type	Calls From Prospects	Claims Calls	Calls From Prospects	Claims Calls	Calls From Preferred Customers
	Server	100	100	101	101	101

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300		306	307	308	309	310
305	Composite Preference For Work Type	10	8	2	10	0
304	Server Threshold For Work Type	6	3	6	7	0
> 303	Server Preference For Work Type	8	4	5	9	0
301 302	Work Type	Calls From Prospects	Claims Calls	Calls From Prospects	Claims Calls	Calls From Preferred Customers
	Server ID	100	100	101	101	101

Title of Invention: "Dynamically Allocating Server Resources to Competing Classes of Work Based Upon Achievement of Service Goals" Inventor's Name: EDWARDS et al.

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Telephone: 303/863-9700

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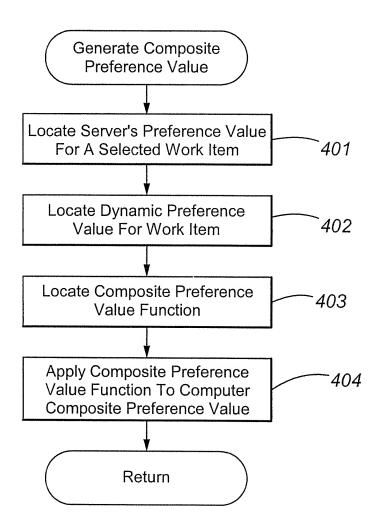


Fig. 4

"REPLACEMENT SHEET"

Title of Invention: "Dynamically Allocating Server Resources to Competing Classes of

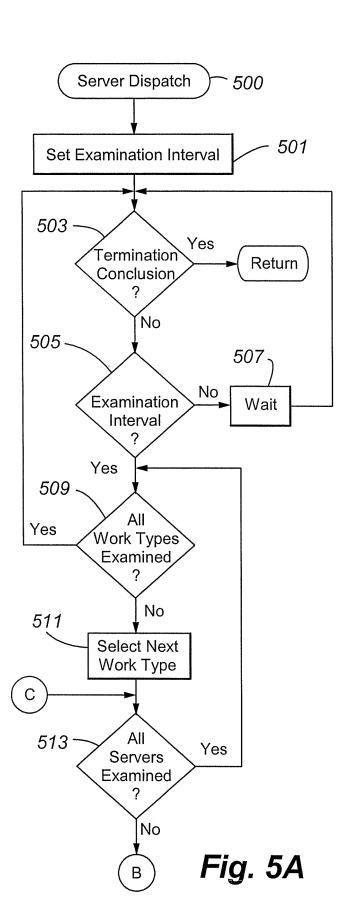
Work Based Upon Achievement of Service Goals"

Inventor's Name: EDWARDS et al.

Serial No. 09/247,893 Docket No. 4366-33

Attorney: Douglas W. Swartz Telephone: 303/863-9700

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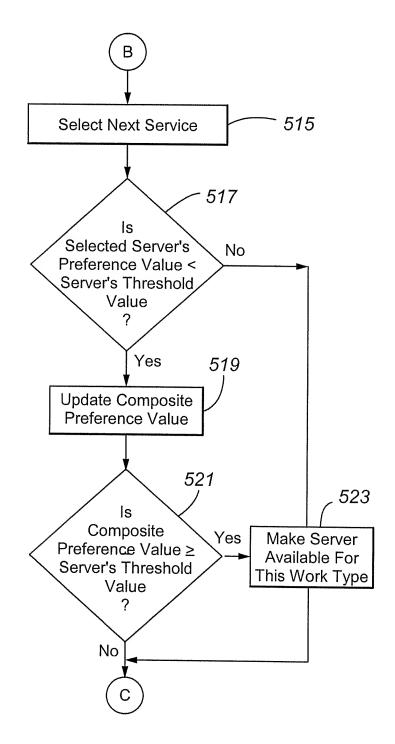


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Inventor's Name: EDWARDS et al. Serial No. 09/247,893 Docket No. 4366-33

Telephone: 303/863-9700 Attorney: Douglas W. Swartz

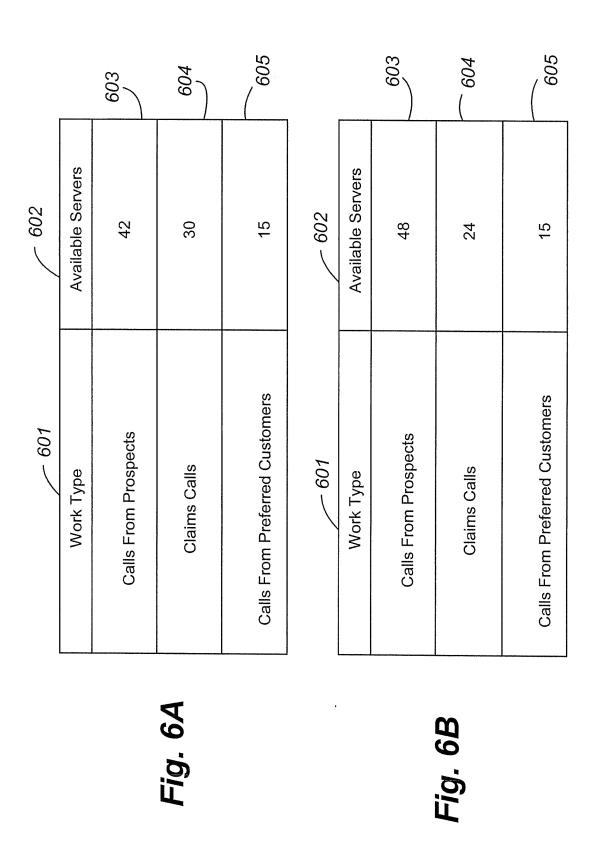
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Title of Invention: "Dynamically Allocating Server Resources to Competing Classes of Work Based Upon Achievement of Service Goals"

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605 605 603 604 604 603 Available Servers Available Servers - 602 602 53 24 10 20 26 7 Calls From Preferred Customers Calls From Preferred Customers - 601 Calls From Prospects Calls From Prospects - 601 Claims Calls Claims Calls Work Type Work Type Fig. 6C

Fig. 6D

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Title of Invention: "Dynamically Allocating Server Resources to Competing Classes of Work Based Upon Achievement of Service Goals"
Inventor's Name: EDWARDS et al.

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Telephone: 303/863-9700 Attorney: Douglas W. Swartz

209 707 710 708 90/ <u>700</u> Composite Preference Value 10 10 ∞ 0 305 Preference Value for Work Type Dynamic \sim α 4 0 701 Server Threshold For Work Type 304 တ \mathfrak{C} o / 0 Server Preference For Work Type 303 ∞ 4 2 9 0 Claims Calls Claims Calls Calls From Preferred Customers Work Type Call From Prospects Calls From Prospects 302 Server ID 301 100 100 101 101 101

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	801	Threshold Value Table	802	803	804	805 Fig. 8
<u>800</u> 203	Server Performance For Work Type	. ω	4		9	0
-201	Work Type	Calls From Prospects	Claims Calls	Calls From Prospects	Claims Calls	Calls From Preferred Customers
,,	Server	100	100	101	101	101

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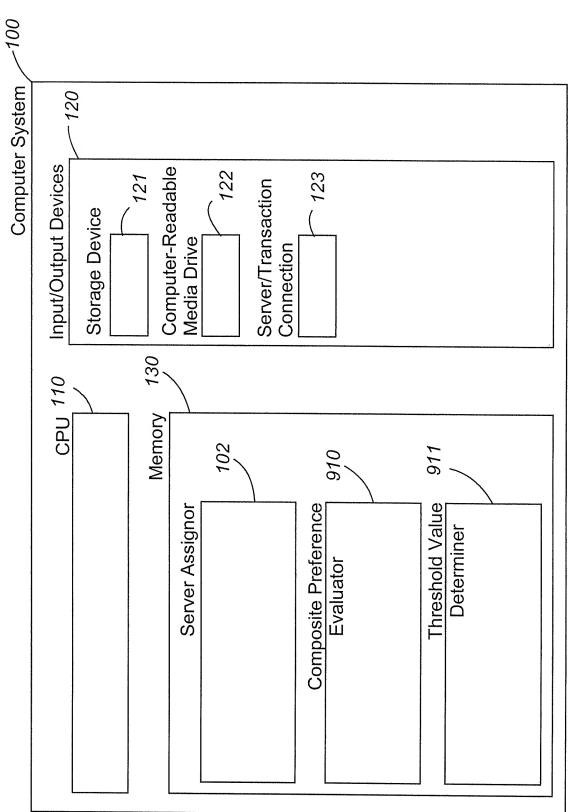


Fig. 9A

Title of Invention: "Dynamically Allocating Server Resources to Competing Classes of

Work Based Upon Achievement of Service Goals" Inventor's Name: EDWARDS et al.

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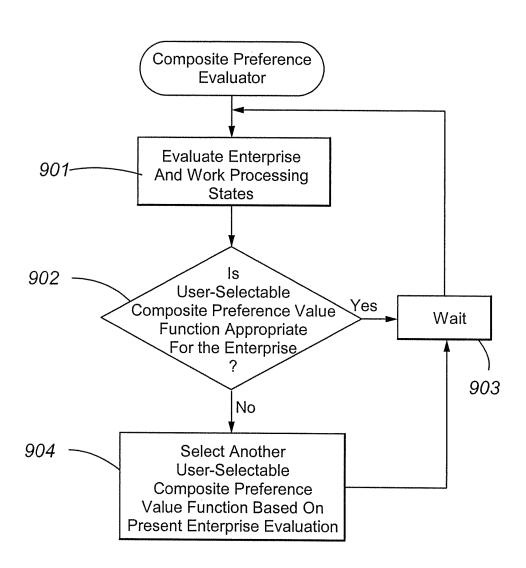


Fig. 9B

"REPLACEMENT SHEET"

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Attorney: Douglas W. Swartz

Telephone: 303/863-9700

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1000		1001	1002	1003	1004	1005
305	Composite Preference For Work Type	10	8	7	10	20
304	Server Threshold For Work Type	6	3	6	7	Ō
/ 303	Server Preference For Work Type	8	4	5	9	8
301 302	Work Type	Calls From Prospects In Western Region	Claims Calls From Western Region	Calls From Prospects In Central Region	Claims Calls From Central Region	Public Utility Mandated Calls
	Agent ID	100	100	100	100	100

Fig. 10

"REPLACEMENT SHEET"

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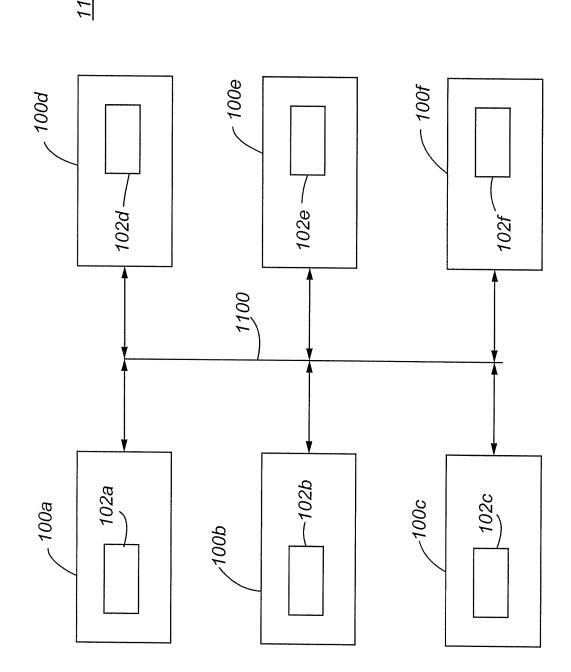


Fig. 11